

IN THE SPECIFICATION:

Please replace paragraph [0012] with the following amended paragraph:

[0012] Another embodiment provides [[a]] a computer-readable medium containing a program for managing annotations having multiple states. When executed by a processor, the program performs operations generally including creating an annotation record comprising one or more fields for storing data related to the process, retrieving annotation data related to the process stored in the annotation record, and applying a set of state rules to determine a first state of the process based on the annotation data.

Please replace paragraph [0020] with the following amended paragraph:

[0020] FIGs. 5A-5D ~~illustrated~~ illustrate exemplary GUI screens according to one embodiment of the present invention.

Please replace paragraph [0030] with the following amended paragraph:

[0030] As illustrated, the client computers 102 generally include a Central Processing Unit (CPU) 110 connected via a bus 108 to a memory 112, storage 114, input devices 116, output devices 119, and a network interface device 118. The input devices 116 may be any devices to give input to the client computer 102, such as a mouse, keyboard, keypad, light-pen, touch-screen, track-ball, or speech recognition unit, audio/video player, and the like. The output devices 119 may be any suitable devices to give output to the user, including speakers and any of various types of display screen. Although shown separately from the input device 116, the output device

119 and input device 116 could be combined (e.g., a display screen with an integrated touch-screen).

Please replace paragraph [0041] with the following amended paragraph:

[0041] Each state rule may be a combinations of one or more logical statements that examine the contents of one or more of the fields. For example, a “new problem” state for an annotation may be defined as the annotation having text in the problem field, but not in the solution field, expressed (in pseudocode) as:

IF PROBLEM_FIELD != NULL

AND SOLUTION_FIELD = NULL

THEN STATE = NEW_PROBLEM.

Similarly, a “pending approval” state may be defined as the annotation having text in the problem field, text in the proposed solution field, but no entry in an approval field (e.g., a checkbox or initial field indicating a manager’s approval). Each state rule may be a ~~combinations~~ combination of one or more logical statements that examine the contents of one or more of the fields.

Please replace paragraph [0050] with the following amended paragraph:

[0050] FIG. 4 illustrates how an exemplary “problem tracking” annotation 400 changes state as it travels among different users, illustratively represented as personnel of different departments 410. Subscripts are used to indicate different states of the annotation that are also listed in a state table 430. FIGs. 5A-5D ~~illustrated~~ illustrate

exemplary GUI screens 500 of the corresponding annotation input form, at various annotation states.

Please replace paragraph [0055] with the following amended paragraph:

[0055] Once a solution is implemented, the QA personnel may update the status of the annotation (e.g., again via the update status button 508) to indicate such, which may be reflected in the status field 505, as shown in FIG. 5D. The annotation may then travel back to the production personnel in a “solution implemented” state (400₆), notifying the production personnel that the problem has been solved and how. The solution implemented state may represent a final state of the annotation, requiring no additional information. Alternatively, additional states could be defined, for example, to track how well the implemented solution actually solves the problem.